

Appendix B

Duplicate PIN Guide

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Duplicate Participants

Participants are added to KIDS either manually by the child support worker or as the result of an interface with another system such as CARES. When a participant record is added to KIDS it is assigned a PIN (personal identification number). If one participant record becomes associated with multiple PINs, the duplicate PIN(s) must be inactivated so that only one active record exists in KIDS for the participant. The procedure to inactivate a PIN varies depending on the financial role of the participant within his/her IV-D cases.

The following steps will assist in the inactivation process.

CP and Child PIN Inactivation

Identify the participant record to be kept:

- ◆ Select the participant record that has a financial record attached to it.
- ◆ If neither participant has a financial record, select the PIN with the best/longest history as the correct PIN.
- ◆ Identify all cases associated with the incorrect KIDS PIN.
- ◆ Screen-print the list of cases.

Update the IV-D case associated with the incorrect PIN.

- ◆ Select the incorrect participant PIN record and F9 to update.
- ◆ Make certain that the correct CARES PIN **is linked** to this PIN record.
- ◆ Copy any information from the participant screens that will be transferred to the correct PIN. (i.e. address, DOB, participant role, etc)
- ◆ Delete the SSN if associated with this PIN.
- ◆ Inactivate the incorrect PIN at “case” level.
 - Change the financial role to OTHR.
 - Change the family relationship to OTHR.
 - Change the participant active/inactive status to I.
- ◆ For CP records change the AE NOTIFY CP field to blank.

Add the correct participant record.

- ◆ F6 to add the correct participant record to the case.
- ◆ Add or update any information on the correct PIN record as needed. (i.e. SSN, DOB, etc.) F11 through the record.

Confirm through the case assignment screen.

- ◆ After the correct KIDS PIN record has been added, F16 at the List Case Participants screen to the C8C screen.
- ◆ F11 through the case assignment screen.
- ◆ Update the remaining cases associated with the bad PIN.

Note: When a IV-D case is going to be closed as a duplicate, it is not necessary to do “case” level inactivation of the incorrect PIN. It also isn’t necessary to add the correct PIN to the case before closing it CDUP.

Inactivate the bad PIN

- ◆ Access the Review Data for Inactivation (SIB) screen (path 07, 02) with the incorrect KIDS PIN.
- ◆ Review the participant listed to ensure that the right PIN has been selected for inactivation
- ◆ Add the correct KIDS PIN under the “CORRECT PARTICIPANT INFORMATION” field and press enter to test drive.
- ◆ Review the participant listed to ensure that the bad PIN is being linked to the correct PIN record.
- ◆ F11 to complete the process.
- ◆ Check the ELD screen (path 01, 04) to ensure that the correct CARES case number and PIN are linked to this screen.

CARES PIN Errors

- ◆ The inactivation will not work if each of the KIDS PINs has a different CARES PIN linked to it. The error message “VALIDATE CARES PIN” will be displayed under these circumstances. Determine which CARES PIN is correct, link it to the KIDS participant record to be inactivated, and remove the CARES PIN from the correct KIDS participant record. Then continue with the inactivation.
- ◆ If the incorrect KIDS participant record is linked to a CARES PIN that is not a 10 digit numeric PIN, and the correct KIDS participant record has no CARES PIN linked to it, an error message will appear when inactivation is attempted. The message will read “REVIEW CARES PIN”. The correct CARES PIN should be added to the KIDS participant record to inactivate and then continue with the inactivation procedure.

System Updates

- ◆ If the PIN inactivation procedure is followed, overnight processing will transfer CARES eligibility from the bad PIN to the correct PIN. In addition, the case type will be re-evaluated based on the CARES eligibility.
- ◆ Inactivating a CP PIN on a NIVD or NADC case will not cause the case type to be automatically updated in overnight processing. Manual processing of the correct case type must be done.

NCP PIN Inactivation

CARES and KIDS match NCP records based on the CARES case number and KIDS PIN associated with the absent parent. If CARES does not have the KIDS PIN, then the sequence number from the APGI screen will be used in the matching process. Because KIDS does send the KIDS PIN for **established** NCPs to CARES (as well as other demographic information), NCP PIN inactivation can be accomplished in different ways. The method of inactivation to use depends on the circumstances surrounding the affected IV-D cases. However, identifying which of the participant records to keep active remains the same in all circumstances.

- ◆ Select the participant record that has a financial record attached to it.
- ◆ If neither participant has a financial record, then select the PIN with the best/longest history as the correct PIN.
- ◆ Identify all cases associated with both the incorrect KIDS PIN and the correct PIN.
- ◆ Screen-print the list of cases.

From this point on the steps to follow for inactivating a PIN will vary depending on the circumstances of the IV-D cases that the KIDS PINs are linked to.

If the IV-D case with the incorrect NCP record is still in INIT status, no information concerning the NCP's KIDS PIN or demographics has been sent to CARES yet. It is therefore important that the worker follow the correct procedure for PIN inactivation so that the correct KIDS PIN is sent back to CARES during interface processing.

If the IV-D case is no longer in INIT status, then the data regarding the incorrect PIN has already been sent to CARES. CARES must first be sent the information that this PIN is not valid. Then the worker must ensure that the correct PIN information is sent to CARES so that the APGI screen reflects the right KIDS PIN.

IV-D case associated with bad PIN is in INIT status and will be closed as CDUP

Update the IV-D case associated with the incorrect PIN:

- ◆ Select the incorrect participant PIN record and F9 to update.
- ◆ Copy any information from the participant screens that will be transferred to the correct PIN. (i.e. address, demographics, employment, sequence number, etc)
- ◆ Remove the sequence number from this record.
- ◆ Remove the SSN if associated with this PIN.
- ◆ Remove any employment records associated with this PIN.
- ◆ Do **not** inactivate the incorrect PIN record at “case” level.
- ◆ Do **not** add the correct PIN to this case.
- ◆ Close the case using the CDUP closure code.

Update the IV-D case associated with the correct PIN:

- ◆ Select the correct participant PIN record and F9 to update.
- ◆ Add any appropriate information to this record (SSN, address, employment, etc.)
- ◆ Add the sequence number to this participant record.
- ◆ Confirm the IV -D case.

Inactivate the bad PIN:

- ◆ Access the Review Data for Inactivation (SIB) screen (path 07, 02) with the incorrect KIDS PIN.
- ◆ Review the participant listed to ensure that the right PIN has been selected for inactivation
- ◆ Add the correct KIDS PIN under the “CORRECT PARTICIPANT INFORMATION” field and press ENTER to test drive.
- ◆ Review the participant listed to ensure that the bad PIN is being linked to the correct PIN record.
- ◆ F11 to complete the process.

IV-D case associated with bad PIN is in INIT status but will remain open

Update the IV-D case associated with the incorrect PIN:

- ◆ Select the incorrect participant PIN record and F9 to update.
- ◆ Copy any information from the participant screens that will be transferred to the correct PIN. (i.e. address, demographics, employment, sequence number, etc).
- ◆ Remove the SSN if associated with this PIN.
- ◆ Remove any employment records associated with this PIN.
- ◆ Remove the sequence number from this record and **confirm** (F11) this change.
- ◆ Inactivate the incorrect PIN at “case” level.
 - ◆ Change the financial role to OTHR.
 - ◆ Change the family relationship to OTHR.
 - ◆ Change the participant active/inactive status to I.

Add the correct participant record.

- ◆ F6 to add the correct participant record to the case.
- ◆ Add or update any information on the correct PIN record as needed. (i.e. SSN, DOB, etc.)
- ◆ Add the sequence number to the correct PIN record.
- ◆ Confirm the IV-D case.

Inactivate the bad PIN

- ◆ Access the Review Data for Inactivation (SIB) screen (path 07, 02) with the incorrect KIDS PIN.
- ◆ Review the participant listed to ensure that the right PIN has been selected for inactivation
- ◆ Add the correct KIDS PIN under the “CORRECT PARTICIPANT INFORMATION” field and press ENTER to test drive.
- ◆ Review the participant listed to ensure that the bad PIN is being linked to the correct PIN record.
- ◆ F11 to complete the process.

IV-D case associated with bad PIN is not in INIT status but will be closed as CDUP

Update the IV-D case associated with the incorrect PIN:

- ◆ Select the incorrect participant PIN record and F9 to update.
- ◆ Copy any information from the participant screens that will be transferred to the correct PIN. (i.e. address, demographics, employment, sequence number, etc)
- ◆ Remove any employment records associated with this
- ◆ Do **not** remove the sequence number from this participant record.
- ◆ Inactivate the incorrect PIN at “case” level. (When this is confirmed the sequence number will change to blank spaces.)
 - ◆ Change the financial role to OTHR.
 - ◆ Change the family relationship to OTHR.
 - ◆ Change the participant active/inactive status to I.

Add the correct participant record:

- ◆ F6 to add the correct participant record to the case.
- ◆ Add or update any information on the correct PIN record as needed. (i.e.: SSN, DOB, etc.)
- ◆ Add the sequence number to the correct PIN record.
- ◆ Close the case using the CDUP closure code.
- ◆ Update the remaining cases associated with the bad PIN

Update the IV-D case associated with the correct PIN:

- ◆ Select the correct participant PIN record and F9 to update.
- ◆ Add the sequence number to this participant record.
- ◆ Confirm the IV -D case.

Inactivate the bad PIN:

- ◆ Access the Review Data for Inactivation (SIB) screen (path 07, 02) with the incorrect KIDS PIN.
- ◆ Review the participant listed to ensure that the right PIN has been selected for inactivation
- ◆ Add the correct KIDS PIN under the “CORRECT PARTICIPANT INFORMATION” field and press ENTER to test drive.
- ◆ Review the participant listed to ensure that the bad PIN is being linked to the correct PIN record.
- ◆ F11 to complete the process.

IV-D case associated with bad PIN is not in INIT status and will remain open

Update the IV-D case associated with the incorrect PIN:

- ◆ Select the incorrect participant PIN record and F9 to update.
- ◆ Copy any information from the participant screens that will be transferred to the correct PIN. (i.e. address, demographics, employment, sequence number, etc)
- ◆ Remove any employment records associated with this
- ◆ Do **not** remove the sequence number from this participant record.
- ◆ Inactivate the incorrect PIN at “case” level. (When this is confirmed the sequence number will change to blank spaces.)
 - ◆ Change the financial role to OTHR.
 - ◆ Change the family relationship to OTHR.
 - ◆ Change the participant active/inactive status to I.

Add the correct participant record:

- ◆ F6 to add the correct participant record to the case.
- ◆ Add or update any information on the correct PIN record as needed. (i.e.: SSN, DOB, etc.)
- ◆ Add the sequence number to the correct PIN record.
- ◆ Confirm the IV -D case.

Inactivate the bad PIN:

- ◆ Access the Review Data for Inactivation (SIB) screen (path 07, 02) with the incorrect KIDS PIN.
- ◆ Review the participant listed to ensure that the right PIN has been selected for inactivation
- ◆ Add the correct KIDS PIN under the “CORRECT PARTICIPANT INFORMATION” field and press ENTER to test drive.
- ◆ Review the participant listed to ensure that the bad PIN is being linked to the correct PIN record.
- ◆ F11 to complete the process.

Note: If the PIN to be inactivated at "case" level is an NCP-POTF, change the role/relationship to NCP-OTHR inactive using the paternity disposition of EROR and confirm. Choose the NCP record again and change the role/relationship to OTHR-OTHR and delete the paternity disposition.

